



Embassy of the United States of America

Guatemala City, Guatemala

April 30, 2012

VACANCY ANNOUNCEMENT

OPEN TO: All Interested Candidates

POSITION: Administrative Assistant (Facilities Maintenance)
FSN-7, FP-7

OPENING DATE: April 30, 2012

CLOSING DATE: May 07, 2012

WORK HOURS: Full time; 40 hours/week

SALARY: *Ordinarily Resident (OR): Q133,375 p.a. (Starting salary)
Position Grade: FSN-7

*Not-Ordinarily Resident (NOR): \$39,994 USD p.a. (Starting salary)
Position Grade: FP-7

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION.

APPLICANTS WHO APPLIED UNDER VACANCY NUMBER 12-006 WILL BE CONSIDERED FOR THIS ANNOUNCEMENT. PLEASE DO NOT RESEND YOUR APPLICATION PACKET.

The U.S. Embassy in Guatemala is seeking an individual for the position of **Administrative Assistant** at the Facilities Maintenance Section (FAC).

BASIC FUNCTION OF THE POSITION:

The Facilities Maintenance Administrative Assistant/Work Order Clerk has four functions: Secretarial and administrative support functions for the Facility Manager in providing general clerical and administrative support services, including (but not limited to) drafting and typing official memoranda, translating documents from English into Spanish and vice versa (letters, memoranda, etc.), submitting RSO access requests for access to government property, expendable supply requests and evaluation reports; setting appointments for FAC maintenance crews; preparing and transmitting FAX documents.

Customer Service Manager for the eService and Facilities WEBPASS work orders systems; tracks and receives completed work requests from maintenance foremen, ensures that the required data is recorded into the WEBPASS system and follows-up to ensure the repairs were performed to the customer's satisfaction,

prioritizes assignments, distributes work requests to the appropriate work crews for action and performs administrative duties related to ensuring the smooth operation and execution of the work order system.

Manages the Residential Property Assessment software, database and reporting of all Government-Owned, Short-Term Lease and LQA properties for American Staff under COM authority (an inventory of approximately 170 residences) and takes on other responsibilities as directed by the Facility Manager.

Incumbent serves as Sub-Cashier for the Facility Maintenance Section.

A copy of the complete position description, which lists other duties, responsibilities and qualifications which will also be considered during the hiring/interview process is available in the Human Resources Office. Call: . 23264319, 23264578, 23264335.

QUALIFICATIONS REQUIRED:

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of at least two years of full-time post secondary studies at college or university is required.
2. Three to five years of clerical/customer service experience is required.
3. Level III (good working knowledge) speaking/writing English is required. Level IV (fluent knowledge) speaking/writing Spanish is required. Candidates will take proficiency tests. English native speakers will take Spanish test (IGA). Spanish native speakers will take English test (TELP).
4. Good working knowledge of computer skills in Microsoft Excel, Word, Outlook, Internet, and data entry is required. Candidates will take proficiency tests.
5. Incumbent must be able to take complete messages and to write clearly and accurately in English.
6. Must be able to work independently and make decisions under pressure, as well as evaluate and prioritize work requirements.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain a **LOCAL** security clearance.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Cover letter requesting to participate in the selection process (include name of position and number of vacancy announcement).
2. Universal Application for Employment (UAE) (DS-174 form); please download form from the Job Opportunities section in the Embassy's website <http://guatemala.usembassy.gov>
3. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B*); or
4. A combination of both; i.e. Sections 1-24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus
5. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
6. Any other documentation (e.g., copy of Guatemalan ID card or DPI, driving license, certificates, awards, letters of recommendation) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO:

Human Resources Office

Attention: Licda. Ana S. Paredes

American Embassy Guatemala

7a. Calle "A" 7-01 zona 10

Email address:

or GuatemalaRecruitment@state.gov

CLOSING DATE FOR THIS POSITION:

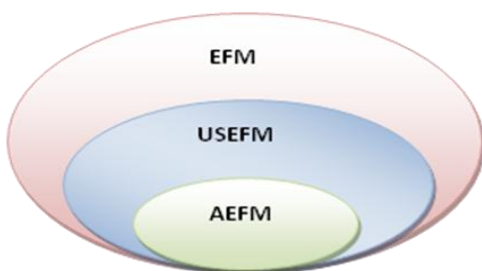
MAY 07, 2012

The U.S. Mission in Guatemala provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A -DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. U.S. Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. Appointment Eligible Family Member (AEFM): EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and

Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and

- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. Member of Household (MOH): An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- a. Position Title
- b. Position Grade
- c. Vacancy Announcement Number (if known)
- d. Dates Available for Work
- e. First, Middle, & Last Names as well as any other names used
- f. Current Address, Day, Evening, and Cell phone numbers
- g. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- h. U.S. Social Security Number and/or Identification Number
- i. Eligibility to work in the country (*Yes or No*)
- j. Special Accommodations the Mission needs to provide (*Yes or No; if yes provide explanation*)
- k. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- l. Days available to work
- m. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- n. U.S. Eligible Family Member and Veterans Hiring Preference
- o. Education
- p. License, Skills, Training, Membership, & Recognition
- q. Language Skills
- r. Work Experience
- s. References